GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:947
ANSWERED ON:22.11.2007
QUALITY OF FOOD IN TRAINS/STATIONS
Gaddigoudar Shri P.C.;Tripathy Shri Braja Kishore

Will the Minister of RAILWAYS be pleased to state:

(a) whether the quality of food served in trains and at railway stations has been deteriorating day- by-day;

(b) if so, the number of complaints received in this regard during 2006-07, till date, zone-wise;

(c) the action taken by the Railways on such complaints, zone-wise;

(d) whether any surprise checks are being conducted by any monitoring authority to check the quality of food items;

(e) if so, the details thereof and the action taken against the culprits; and

(f) the steps taken to improve the quality of food served in trains and at railway stations?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU)

(a) : Railways provide hygienic and quality food to the passengers at stations and in trains. Continuous efforts are made to improve the quality of catering services in Railways. Catering services of Indian Railways are being transferred to Indian Railway Catering and Tourism Corporation (IRCTC), a wholly owned company of Indian Railways, in a phased manner with a view to upgrade and professionalize the same. Major catering services of Indian Railways have already been transferred to IRCTC.

(b) & (c) : Number of complaints received and action taken by IRCTC thereon during 2007-07 and up to September, 2007 is indicated in the Appendix.

(d) & (e) : Regular and surprise checks are conducted by the officials of zonal railways and IRCTC. During the period from April 2007 to September 2007, 11925 inspections have been conducted by IRCTC and in 656 cases, fines have been imposed on the licensees where lapses were found during the course of inspections.

(f) : Catering services of Indian Railways receive constant attention of IRCTC and zonal railways. Regular monitoring of catering services is done by railways and IRCTC officials. IRCTC have engaged independent food audit agencies to ensure quality of food being supplied to the passengers of Indian Railways. In addition, dedicated quality inspectors have also been engaged for constant monitoring of quality of food.

APPENDIX REFERRED TO IN REPLY TO PARTS (b) & (c) OF UNSTARRED QUESTION NO. 947 BY SHRI BRAJA KISHORE TRIPATHY AND SHRI P.C. GADDIGOUDAR, TO BE ANSWERED IN LOK SABHA ON 22.11.07 REGARDING QUALITY OF FOOD IN TRAINS/STATIONS.

(b) & (c):
Number of complaints received by IRCTC and action taken thereon during 2006-07 and up to September 2007.

Railways	No.of complaints	Action taken
Central	106	41-warned, 47-fines imposed, 8-advised suitably, 10-not substantiated
North Western	12	2-warned, 7-fines imposed , 3- advised suitably
Western	302	157-warned, 41-fines imposed, 4- contract terminated, 67-advised suitably, 33-not substantiated

West Central 22 14-warned, 5-fines imposed, 2-advised suitably, 1-not substantiated

South Eastern 64 33-warned, 12-fines imposed, 1-contract terminated, 17-advised suitably, 1-not substantiated

South Eastern 18 16-warned, 1-fines imposed, 1-advised suitably.
Central

Eastern 249 8-pending, 111-warned, 14-fines imposed, 1-contract terminated, 9-advised suitably, 25-not substantiated

East Central 42 15-warned, 20-fines imposed, 5-advised suitably, 2-notsubstantiated

East Coast 45 18-warned, 8-fines imposed, 10 advised suitably, 9 not substantiated

North Frontier 10 2-warned, 4-fines imposed, 4-advised suitably,

North Eastern 21 3-warned, 12-fines imposed, 1-contract terminated, 5 advised suitably

Northern 615 119 warned, 114 fines imposed, 30-contract terminated, 249-advised suitably, 23-not substantiated

North Central 42 11-warned, 9-fines imposed, 10-advised suitably, 12-not substantiated

South Central 491 97-warned, 128-fines imposed, 261-advised suitably, 3-not substantiated, 2-pending

Southern 485 167-warned, 22-fines imposed, 1-contract terminated, 288-advised suitably, 7-not substantiated.

South Western 114 25-warned, 3-fines imposed, 94-advised suitably, 2-not substantiated.